



Hamilton County Human Resources Department

Human Resources Development

Training Coordinator Procedures

This section contains information about the duties and responsibilities of Hamilton County Training Coordinators.

Part 1: The Human Resources Development & Training Coordinator Partnership:

Thank you for being a Hamilton County Training Coordinator! You are the critical communications link between your organization's employees and Hamilton County's Human Resources Development program. Our interdependent roles are as follows:

Role of the Training Coordinator:

- Serve as liaison between members of the organization and the Human Resources Development Division (HRD).
- Answer questions about the HRD program.
- Advise employees and supervisors of the applicability of training classes (i.e. whether a desired class is appropriate or inappropriate for an employee).
- Keep the HRD Coordinator informed about organizational staffing changes: new hires, resignations, and supervisor vs. employee status changes.
- Distribute training information and materials to employees, including course schedules.
- Register employees for training sessions.
- Forward HRD training confirmations to employees.
- Cancel and reschedule employees as necessary.
- Distribute "Student Cancellation Summary Reports" as required by your Director.
- Advise management of student cancellation trends.
- Inform HRD about concerns and recommendations for improvement.
- Help publicize county training offerings.

Role of Human Resources Development:

- Assess organizational needs.
- Conduct training.
- Market courses.
- Keep Training Coordinators informed about HRD services and their availability.
- Send employees' confirmation letters to Training Coordinators.
- Contact Training Coordinators whose departments are impacted by schedule changes.
- Answer Training Coordinators questions.
- Process registration requests.
- Track and record training participation and cancellations and provide Training Coordinators with status reports as requested.
- Provide Training Coordinators with weekly "Student Cancellation Summary Reports."

Part 2: How to Register an Employee for Training:

Group Learning (classroom) Courses:

1. If necessary, help the employee or employee's supervisor decide which training course(s) are appropriate to attend. It is important that a participant understands why he/she is attending any training session. Please register employees for training courses at least five weeks in advance whenever possible.
2. Ensure the employee checks with supervision to get approval. *Remember, it is the supervisor who assigns training to an employee.*
3. Register the employee for the course(s) by any of these methods: (You are welcome to use the registration form that we supply each quarter -- you'll find it with your *Opportunities* newsletter).
 - E-mail the registration to the Patti (patti.singler@hamilton-co.org - Preferred method!)
 - Fax the registration to Patti Singler at 946-4720.

- Send the registration interdepartmental mail to Patti Singler at CAB~707~90.
- Call Patti Singler at 946-4701.

Please use the preprinted quarterly enrollment form or include the following information with all requests:

- Your name & department name.
 - Registrant's name, social security number, phone number, requested courses, and course dates.
4. Wait for the **Training Confirmation** letter. These letters are sent via e-mail or fax approximately four weeks before a class begins. Forward a copy of the **Training Confirmation** letter to your registrant. An employee should only attend a course if you receive a confirmation letter for that employee.
 5. If you do not receive a training confirmation letter for an employee, that employee is not a participant in the course because the course is full. If this happens, the employee's name will remain on a waiting list so the employee can attend a later date of the course. Please feel free to call Patti Singler at 946-4701 to check on an employee's status if you do not receive a confirmation letter.

Canceling a Participant:

- If an employee is unable to attend a confirmed course on the dates indicated on the confirmation letter, please contact Patti Singler to cancel. We appreciate this courtesy no matter how short the notice. Early cancellation may enable another person to attend the course. Last minute cancellation lets our instructors know what to expect.
- Employees may sometimes call HRD directly and leave you out of the cancellation process. If this happens, you will find the cancellation status information reflected on the "Cancellation Summary Report" for the class.

Student Cancellation Summary Report:

- We will send Cancellation Summary Reports to Training Coordinators listing those employees who did not attend a class for which they were confirmed. Cancellation Summary Reports use the following cancellation reasons:

Cancelled = Notification received 1 day or more prior to class.

Absent-Short Notice = Prior notification received day of class.

Absent-No Cancellation = No notification received ("no show").

Make-Ups:

- You should re-register employees (whom you cancel or are absent) if they want to attend the class at another time.

Hamilton County *E-Learning* Courses:

- Hamilton County *E-Learning* is a series of internet-based PC skills courses that employees access from any PC that has an Internet connection. *E-Learning* offers over 150 *E-Learning* courses covering 29 subject areas. *E-Learning* courses include nearly all Microsoft desktop computing skills and many technical skills. Employees can work on *E-Learning* courses anytime that is convenient for them -- courses are available 24 hours a day, 7 days a week.
- Enrolling employees in *E-Learning* courses is just like enrolling them in any other HRD course. Here's what to do:
 1. If necessary, help the employee or employee's supervisor decide which *E-Learning* course(s) are appropriate for the employee.
 2. Ensure that the employee's supervisor has approved the training.
 3. E-mail a registration request to Patti (patti.singler@hamilton-co.org). Include your name and department, along with the employee's name, social security number, phone number, and requested course(s).
 4. The employee and the Training Coordinator will receive an e-mailed confirmation letter. The confirmation will include the web site (<http://hamilton-co.howtomaster.com/>) address that employees log into to access *E-Learning* courses. The confirmation also tells the employee how to get started. This involves logging into the web site, downloading the Macromedia Authorware plug-in, and logging into the courses using the user name and password provided in the confirmation. Employees are asked to change the password when they first log on. The *E-Learning* program is for Hamilton County use only, and employees are directed not to share their password with anyone.
 5. Upon confirmation, employees have 30 days of access to the *E-Learning* course(s) for which they registered. When an employee's 30 days of access are up, the Administrator can reassign that "seat" to another employee at any time. Once that occurs, the employee who originally had the "seat" will no longer be able to access the *E-Learning* courses. Any records the program was maintaining on the employee's progress will be deleted when the seat is reassigned.

6. If employees want a time extension, they should contact the administrator (Patti Singler) directly, before the 30 days are up. The 30-day countdown begins the day that the Administrator sends the confirmation e-mail.
7. If employees want to register for additional *E-Learning* courses, they should follow the usual registration procedure, coordinating with you, their Training Coordinator.
8. If employees want an *E-Learning* course to appear on their HRD Student Transcript, employees need to pass the course's post-test and contact the Administrator to request that the course be added to their transcript. Employees must contact the Administrator while they still have a "seat" in the *E-Learning* program, so the Administrator can verify that the employee passed the post-test. Records of the "passed" courses are the only *E-Learning* records that HRD will maintain for individual employees. (And they are maintained only at employee request.)
9. Employees are welcome to maintain their own records, if they choose. They can do so by printing their statistics directly from the *E-Learning* program. Employees who wish to maintain records must print the statistics before their 30 days of access are up, since the individual records will be deleted when the "seat" is re-assigned. To print records, employees must click "my statistics" on the student menu and follow the prompts to generate a report. Reports display:
 - Lesson name
 - Score
 - Number of attempts to complete the lesson
 - Status of the lesson (complete or incomplete)
 - Time spent completing the lesson
 - Date and time the lesson was last accessed.
10. The Administrator will e-mail a feedback form to employees after they use the *E-Learning* program. Employee feedback is important to Hamilton County HRD, so we request that employees complete and return the feedback form within one week.
11. We anticipate that you and your organization's employees will find that the *E-Learning* program is easy to use and a great learning tool. Please contact Patti Singler anytime with suggestions, comments, or questions about the Hamilton County *E-Learning* program.

Learning Center Courses:

- The HRD Learning Center is a place where employees can learn various business, PC, management, and interpersonal skills independently and at their own pace. The Learning Center is located in County Administration Building Room 707. The Learning Center is available by appointment, Monday – Friday between 9:00 a.m. and 3:30 p.m.
- Enrolling an employee to use the Learning Center:
 1. If necessary, help the employee or employee's supervisor decide which Learning Center course(s) are appropriate for the employee.
 2. Ensure that the employee's supervisor has approved the training.
 3. Contact the County HRD Coordinator to make an appointment for the employee's first visit (patti.singler@hamilton-co.org) or call 946-4701. This is the only time this will be necessary. Please have the employee allow 30 minutes for orientation to the Learning Center on the first visit.
 4. Materials may not be removed from the Learning Center.

Part 3: Other Available HRD Resources:

Resource Center:

The HRD Resource Center consists of videotapes covering various issues including, human resources, business, management, computer program tutorials, and interpersonal skills. These videos are available for any County employees' use. The videos are ideal for showing to groups during meetings or for individuals who want to develop their knowledge and skills.

To access any Resource Center materials, employees may contact the HRD Staff directly. More detailed information as well as a list of titles is located under the Resource Center link.

Conference Rooms:

The conference/training rooms are located on the seventh floor of the County Administration Building. For more information, go to this link:

Reserving a Training/Conference Room